

PROGRAM REDESIGN – MEETING MINUTES

10/12/04

Attendees: Sue Bangert, Dennis Mack, Dave Hildreth, Mike Degen, Connie Antonuk, Deb Pingel, Frank Schultz

The small work group got together to discuss the how best to present the information that has been gathered and collated into the Solutions: Improvement Opportunities table at the WaMT meeting later in the week.

The group first discussed the comments received from the Air & Waste Leaders and agreed that they should be incorporated into the Improvement Opportunities table for discussion with the WaMT. It was then decided that it would be best to break up the WaMT members into groups to look at the various sections of the Solutions:Improvement Opportunities table. It was decided to break it up into 4 groups: Innovation, Customer Service, Process and the fourth group would cover Financial, Environment and Training. The members would be directed to look at their category and to prioritize the Improvement Opportunities and then the solutions within that category. Redesign team members would work with each of the groups to help move the process along.

The business practices would be presented to the WaMT for their review for completeness and comments.

The group discussed how the work of the IT group might be utilized within the work of the redesign. There are discrepancies between the percentages showing up in the IT work vs in time sheets. Sue is still working with the IT team regarding this.

Discussed the current timeline and the need for putting together a new one. Sue will work on the new timeline which will address greater detail on the upcoming steps. This is to acknowledge that some items will be worked on sooner than others between now and July 1, 2005. Immediate vs. long-term timeline.

The group discussed where in the Solutions:Improvement Opportunities table that there are major conflicts between solutions that were offered. The following items were listed:

- change policy/don't change without having adequate resources
- EMS/drop EMS
- Centralize vs. decentralize (plan review, management, review)
- Funding from current revenues vs. not being funded by tipping fees
- Consistency – don't worry about consistency
- Minimize specialties for specialists (generalist vs. specialist)
- Need more support staff conflicts with need for more technical staff
- Consistency vs. case-by-case application
- Streamlining vs oversight by mentoring/peer review

The group then did a practice run on ranking the Solutions:Improvement Opportunities in the table to make sure that the effort would be effective with the WaMT.

Discussed need to look at issues of long-term vs. short-term and what might be missing.